



# Get Ready for Winter Weather

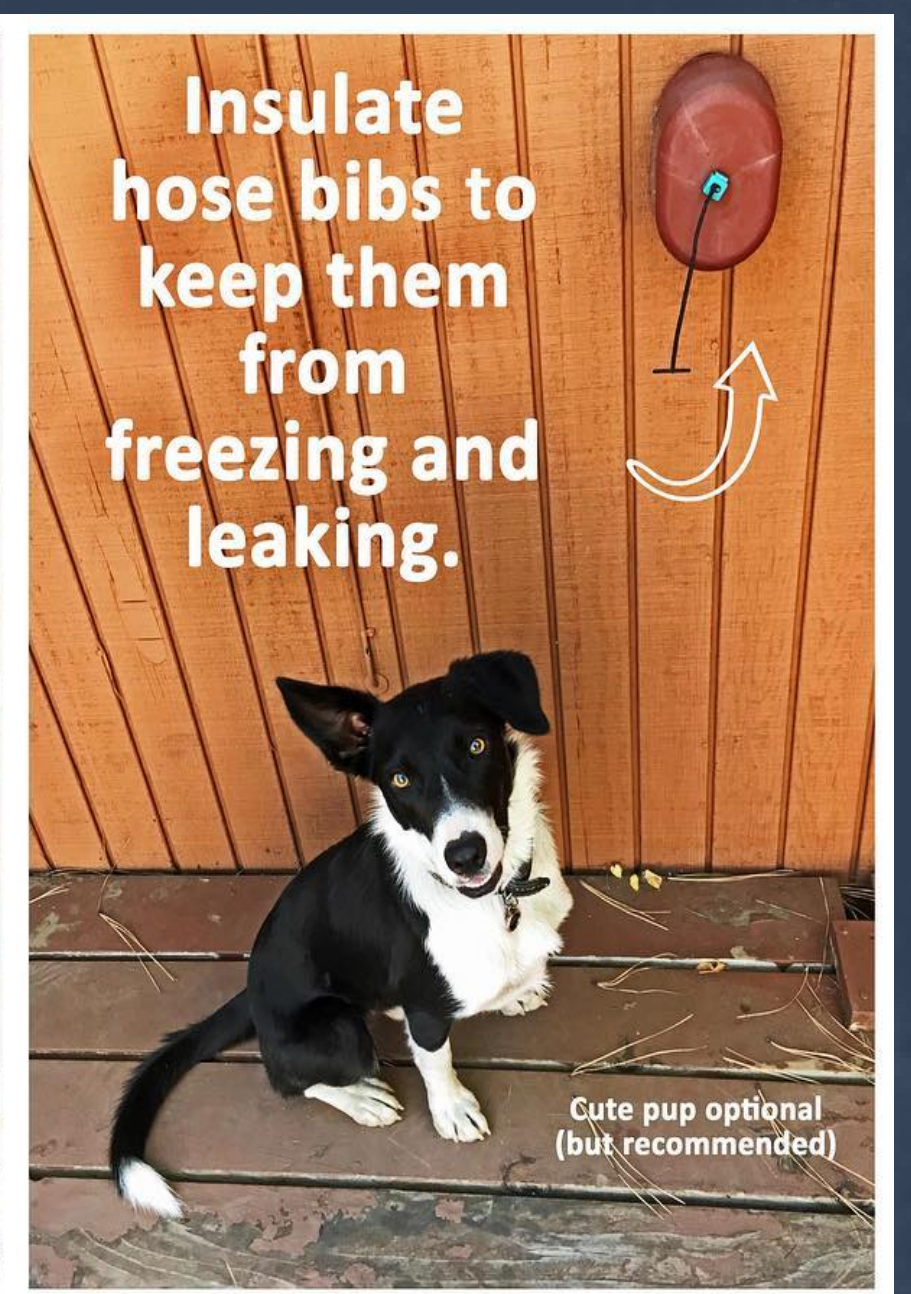


FLAGSTAFF  
WATER  
SERVICES

*We are Water*

## Prevent Frozen Pipes!

- ❄ Insulate water meters, pipes, and faucets in unheated areas.
- ❄ Have your furnace regularly serviced.
- ❄ Keep the name and emergency telephone number of your plumber handy.
- ❄ Keep your thermostat set at a minimum of 55 degrees. Keep doors to rooms and cabinet doors open to expose pipes beneath sinks.
- ❄ Turn off outside faucets and disconnect all hoses. Store hoses inside so they do not freeze and crack.
- ❄ Patch cracks and insulate holes near doors, windows, and walls by pipes and meters.
- ❄ Install your own water shut-off valve. This is a cheap solution to allow the homeowner control of water to the home. The valve inside the water meter box is property of the City, and only City Staff are allowed to turn it on and off.
- ❄ Never completely shut-off the heat when you are away. If you are planning to leave your home for an extended period of time, drain your pipes. If you don't drain your pipes, lower the thermostat, but never shut it off. The lack of heat can freeze pipes, causing flooding and damage when they eventually thaw.



For additional winter tips, email [savewater@flagstaffaz.gov](mailto:savewater@flagstaffaz.gov) or visit [Flagstaff.az.gov/3984/Helpful-Winter-Tips](https://www.flagstaffaz.gov/3984/Helpful-Winter-Tips)

## In Case of Emergency:

If you need us to turn off the water at the meter during business hours, call Customer Service at (928) 213-2231. After hours, call the Emergency Number at (928) 774-0262.

Make sure the contact information listed on your water account is current, just in case WE need to reach YOU. Update your account information by logging into the portal at: <https://www.paydici.com/flagstaff-az-utilities>